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COMPCARE BLUE SOUTHEAST NETWORK

PO Box 2270

Fond Du Lac WI 54936-2270

Phone: (888) 239-9514 Fax: (608) 348-5168

www.bcbswi.com



During the Dual Choice Enrollment period, please call (800) 755-6400.


























Type of Plan	Health Maintenance Organization
Total Number of Members	126,640
Years of Operating Experience	22
Total Number of Primary Care Physicians (PCPs)	1168
Percentage of PCPs Accepting New Patients	91%
Percentage of Board Certified Specialty Care Physicians	83%
Number of Urgent Care Facilities	29
Number of Dental Clinics	N/A
Percentage of Dentists Accepting New Patients	N/A

ADDITIONAL INFORMATION

Referral Requirements	You do not need a referral from your primary care physician (PCP) to see any of the in-network specialists who are part of the Southeast Network. You need a written referral from your PCP and authorization from CompCareBlue to obtain services from a specialist who is not participating in the Southeast Network. CompCareBlue will provide a written response to the referral request to you and your PCP. Although you do not need a referral to see in-network Southeast specialists, in some circumstances you must use specific or designated specialists associated with your PCP. Please refer to your provider directory for more information.
Prior Authorization Requirements	Certain healthcare procedures require pre-authorization as initiated by your PCP or specialist. CompCareBlue will provide a written response to you and your provider. Pre-certification is required for non-emergency hospital stays. Contact CompCareBlue for more information about procedures that require pre-certification.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Medicare Benefits (EOMB). In those few cases when a provider does not accept assignment, we will notify you and the provider if a copy of your EOMB is needed.
OnLine Services	Our web site is a valuable resource for both information and services. At www.bcbswi.com , you can: <ul style="list-style-type: none"> • Access our online provider directories for the State of Wisconsin by going to the <i>Find a Doctor</i> section on our web site. To view or print a copy of our CompCareBlue Southeast directory, click on <i>State of Wisconsin Employees Start Here</i> and then choose <i>CompCareBlue Southeast Network</i> directory. • Access our secure online Customer Service Center, Service Direct. With Service Direct, you can review claim status, determine eligibility, inquire about deductibles and out-of-pocket expenses, check authorization status, order ID cards and contact Customer Service. • Find health and wellness information, by clicking on the Healthy Information link on the Members homepage. This will give you access to our LifestyleBlue Health and Wellness Program information, healthy recipes, health resources and preventive care guidelines. Click on Health Living to reach WebMD for personalized health information.
Outpatient Mental Health Network/Policy	You do not need a referral to see a Southeast Network mental health provider. Pre-Certification is only required for inpatient hospital stays.
24-Hour Nurse Line	MedCall provides medical information by phone, 24 hours a day, 7 days a week. Registered nurses on this toll-free telephone hotline will talk to members about their symptoms, medications and other health related topics. MedCall also provides over 200 taped messages about treatments, drugs, illnesses and procedures.

ADDITIONAL INFORMATION

PCP Restrictions	Each family member may choose a different PCP from the CompCareBlue Southeast Network. You are able to change your PCP within your current clinic up to three times per year. Changes to a new PCP not in your current clinic are restricted to the Dual-Choice enrollment period, with the change effective on January 1 st .
Dental Benefits If Provided	No routine care provided.
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Quality service initiatives include a focus on increased member satisfaction through improving the timeliness and efficiency of member complaint resolution. • Member outreach initiatives focusing on the health of our member population include reminders for immunizations, flu shots, breast cancer screening, cervical cancer screening and colorectal cancer screening. Gender-specific health promotion mailings for older women, young women, and men encourage preventive health and wellness activities for a healthy lifestyle. Our pregnant members receive attention through our maternity support program and postpartum depression program. • Members who suffer from catastrophic or chronic conditions receive extra attention through our care management and disease management programs. Advanced care management and disease management are proactive outreach programs which together target nine key diagnoses: coronary artery disease, chronic kidney disease, diabetes, hypertension (high blood pressure), chronic obstructive pulmonary disease, congestive heart failure, hyperlipidemia, stroke and asthma.

Counties in Service Area	Hospitals in County	Major Providers in County*
Kenosha	  	Aurora Health Center Kenosha Medical Center Clinic
Milwaukee	          	Advanced Healthcare Aurora Health Center Covenant Medical Group Columbia St. Mary's Clinics Lakeshore Medical Clinic St. Luke's Family Practice Center
Ozaukee		Advanced Healthcare Aurora Medical Group Family Practice Associates of Cedarburg
Racine	  	All Saints Medical Group AMG Burlington Aurora Health Center
Walworth		Aurora Health Center
Washington	 	Aurora Health Center West Bend Clinic
Waukesha	   	Advanced Healthcare Aurora Health Center Eagle Medical Center Lakeshore Medical Clinic Medical Associates New Berlin Family Physicians Pewaukee Medical Clinic, SC Waukesha Family Practice Center Waukesha Medical Center/ProHealth Wilkinson Medical Clinic

* To request a copy of the CompCareBlue Southeast Provider Directory that lists the providers in the network, or to find out if your doctor or hospital is a network provider, please call the CompCareBlue Southeast Network Customer Service Department at 1-888-239-9514 or visit our web site www.bcbswi.com.